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THE COUNCIL
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May 30, 2019

Mr. Samir Saini, Commissioner
NYC Department of Information Technology and Telecommunications
2 Metro Tech Center, 5th Floor
Brooklyn, NY 11201

Dear Commissioner Saini:

I have been made aware of some concerns relating to potential vendors for the City's Next Generation 9-1-1 System. Vendors may not be meeting the specific, required criteria outlined in the request for proposal. Specifically, I am hopeful that you can answer the following questions in advance of a potential joint hearing of the New York City Council's Committees on Fire & Emergency Management, Technology, and Public Safety.

1) Will the vendor of the new solution have the proven technology to handle the kind of call volumes that our city generated on 9/11? I understand that your RFP required this; I am interested to know how this will be done.

- What are the design criteria and resiliency factors of the system and its capabilities as it relates to replacing the Verizon DMS switches?

2) Relating to cyber security and specific dedicated tools for this new system, does the vendor provide a completely managed onsite security solution? Is this a NOC/SOC, which is integrated with New York City's own and staffed 24/7, 365 days per year by the vendor?

3) Will the vendor provide onsite staff, dedicated to this project, which will ensure that City resources are not required to do their work? As we saw on ECTP, the City had to absorb millions in cost overruns because of poor planning and change orders.

4) Will the vendor be providing all new network and infrastructure for this project, with no reuse of tech which we have already seen fail?

5) Did the vendors submit firm, fixed price bids for all requirements of the request for proposals?

Thank you for your time; I look forward to hearing from your office. If you have any questions or concerns please do not hesitate to contact my office at (718) 984-5151.

Respectfully yours,

A handwritten signature in black ink, appearing to read 'J. Borelli', with a stylized flourish at the end.

Joseph C. Borelli
Council Member
51st District